

**Central Wisconsin Center
2005-09 Strategic Plan, Themes, Priorities, and Goals**

Strategic Theme: Satisfying Customers

- Strategic Priorities:**
- Quality of life/quality of care/excellent health care outcomes
 - Outstanding opportunities for individual growth and development
 - Environment of respect, dignity, safety
 - Person-centered services

Strategic Goal: Assure that each individual who lives at CWC (customer) is consistently satisfied with their opportunities for personal growth and their quality of life in a person-centered environment of respect, dignity, health and safety.

Strategic Theme: Making the Center a Great Place to Work

- Strategic Priorities:**
- Employee recruitment and retention
 - Respectful work culture/functional teams
 - Employee satisfaction/employee training/advancement/succession planning

Strategic Goal: Make CWC a great place to work by consistently maintaining a vibrant, skilled, enthusiastic and diverse workforce in a respectful, supportive, team-based, work culture that values employee input, participatory management and employee empowerment.

Strategic Theme: Creating our Future

- Strategic Priorities:**
- Partnerships with stakeholders
 - Increased, specialized short term services
 - Resource center of expertise and specialized knowledge
 - Public relations
 - Organizational responsiveness
 - Eliminate health disparities

Strategic Goals: Create an organizational environment that tracks and responds to Wisconsin's changing governmental and consumer needs with agility and creativity.

Effectively respond to emerging trends and needs of stakeholders, including the transition of decreasing long-term care programs and increasing specialized, short-term services, which support people living in the most integrated settings.

Enhance the Center's role as a national model and professional repository of expertise, which consistently exceeds contemporary standards of practice.

Strategic Theme: Improving our Organization

- Strategic Priorities:**
- Baldrige National Quality Criteria/Wisconsin Forward Award
 - System management teams
 - Organizational alignment and planning
 - Communication
 - Operational Efficiencies

Strategic Goals: Adhere to the Baldrige Quality Criteria and participate in the Wisconsin Forward Award improvement program.

Maintain cost effective, value-added services, and focus organizational resources on direct services and programs by minimizing administrative costs and attaining operational efficiencies.